



# TANZA WATER DISTRICT

## COMPETENCE, TRAINING AND AWARENESS CONTROL PROCEDURE

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Quality Management System Procedures

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TWD-QP-AGS-002

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Page 1 of 9

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1.0 OBJECTIVE

This documentation aims to identify the training needs, implementation and evaluation of effectiveness of trainings provided to the employees of the Tanza Water District.

2.0 SCOPE

This procedure covers all employees of the Tanza Water District from the planning of trainings to the implementation and monitoring of trainings.

3.0 DEFINITION OF TERMS

- 3.1 TNA – Training Needs Analysis. Form accomplished by the Division Managers to summarize training needs of his division based on the Individual Development Plan of his employees.
- 3.2 ATP – Annual Training Plan
- 3.3 Training – shall include orientation, workshops, trainings, briefings, seminar, spiritual uplifting, hands-on trainings, conferences, lectures and the like.
- 3.4 Internal Training – trainings conducted by the agency.
- 3.5 External training – special training programs such as developmental trainings that can be acquired from outside training institute or consultant.
- 3.6 Civil Service Commission (CSC) Qualification Standard Manual – the manual containing the minimum qualification requirements for all positions in the government in terms of education, experience, training, civil service eligibility.
- 3.7 Individual Development Plan (IDP) – a TNA tool which every employee shall accomplish in order to determine what learning and development interventions are to be conducted or attended to achieve the employee’s short-term or long-term career goals.
- 3.8 Personnel Development Committee (PDC) – refers to the committee which handles all learning and development matters of all employees.

4.0 REFERENCE DOCUMENTS

- 4.1 Control of Documented Information Procedure
- 4.2 Omnibus Rules Implementing Book V of Executive Order 292 and other pertinent Civil Service Laws
- 4.3 Human Resource Management Control Procedure

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- 4.4 Civil Service Commission (CSC) Memorandum Circulars
- 4.5 Code of Conduct and Ethical Standards of Public Officials and Employees (Republic Act No. 6713)

5.0 RESPONSIBILITY AND AUTHORITY


- 5.1 The General Manager shall be responsible for the final review and approval of the Annual Training Plan.
- 5.2 The Personnel Development Committee (PDC) shall be responsible for:
  - 5.2.1 The development of Annual Training Plan and ensure the overall coordination to guarantee systematic and on-time implementation of the training program.
  - 5.2.2 The coordination with external parties such as government agencies and training institutions for the possibility of hiring speakers, facilitators, resource persons for the trainings.
- 5.3 All division managers shall be responsible:
  - 5.3.1 For identifying their personnel training needs and the submission to PDC for consolidation.
  - 5.3.2 For preparing and maintaining their training materials.
- 5.4 The HR Unit shall coordinate Annual Training Plan and maintain training record of each employee.

6.0 PROCEDURE DETAILS

- 6.1 General Guidelines
  - 6.1.1 Job Order Employees
    - 6.1.1.1 HR Unit shall give orientation to newly hired employees then endorse to the concerned division, after the orientation.
  - 6.1.2 Permanent Employees
    - 6.1.2.1 Training needs of permanent employees shall be updated on a yearly basis using the Training Needs Analysis Form to be accomplished by the Division Manager, submitted to the HR Unit for consolidation, evaluation and analysis.

A semi-annual Performance Evaluation of all employees shall be one of the bases in identifying training needs for the career development program of management staff and shall provide them tools to effectively carry out management tasks and

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	<h1>Competence, Training and Awareness Control Procedure</h1>	Document No. : TWD-QP-AGS-002
		Revision Level : Ø
		Page : Page 4 of 9

responsibilities toward optimizing the mutual needs of the agency and personal career development.

6.1.2.2 Any significant change of working quality, quality system, and technical knowledge occurred, the required training should be provided to the affected personnel immediately by the division if available, if not, an immediate external training will be provided to the employee concerned upon availability.

6.1.2.3 Personnel who will be transferred to another job shall get training by the division concerned.

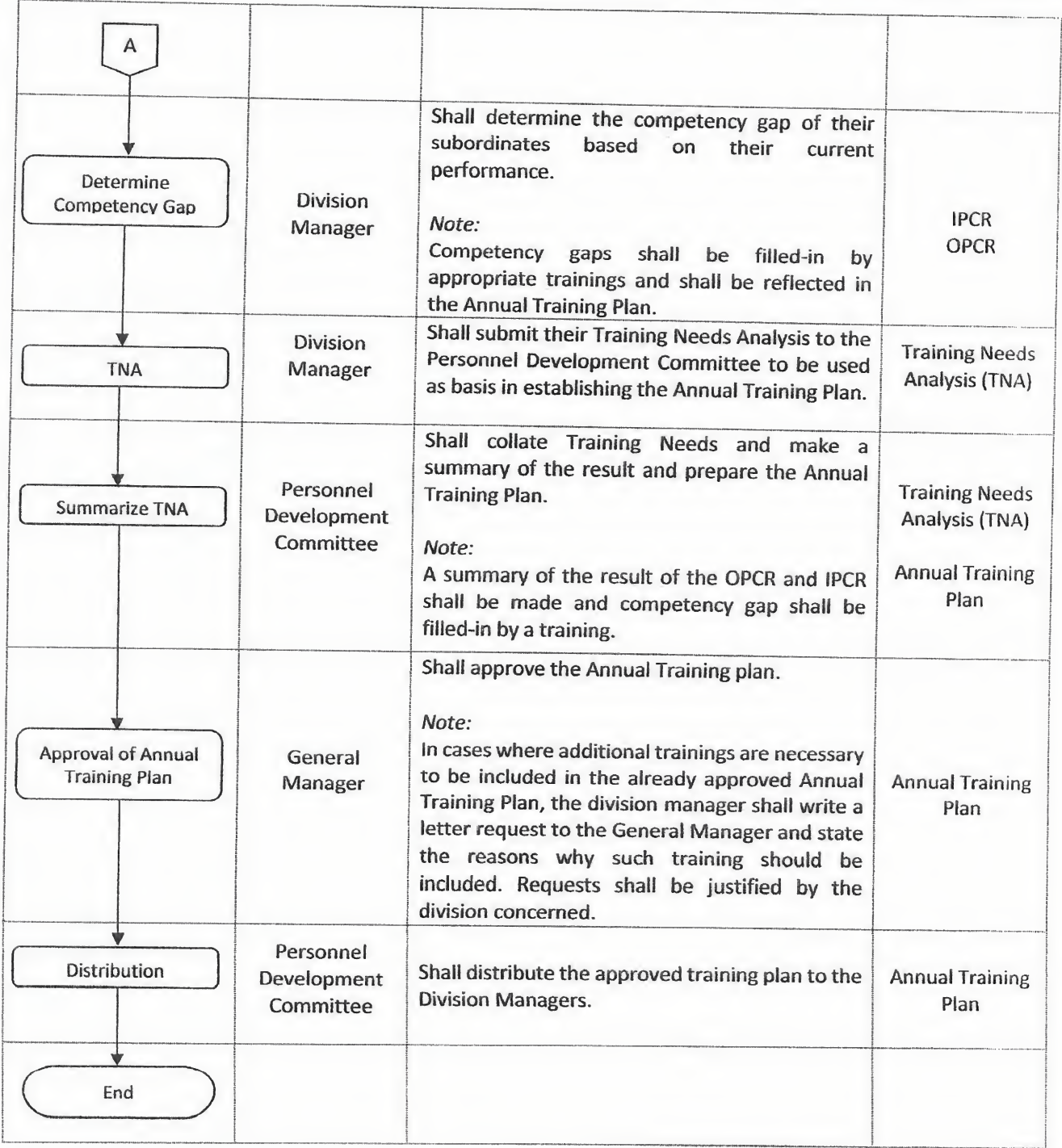
6.1.2.4 All employees are directed to prepare their own Individual Development Plans (IDPs) using the prescribed form. On an annual basis (or more frequently), supervisors and employees meet to discuss the career and personal learning goals of the employees and the agency, identify the learning steps and resources needed, and put together an Annual Training Plan to achieve those goals over the coming years.

6.2 Planning and Implementation of Training

Process Flow	In-charge	Process Description	Records
<div>Start</div>			
<div>Determine Competency Gap</div>	Division Manager	Shall determine the competency gap of their subordinates based on the Qualification standards of the Civil Service Commission (CSC) to define competency requirement for every position based on: <div>             a) Education             b) Experience             c) Training             d) Eligibility           </div> <i>Note:</i> Other sources of trainings shall include: <div>             a) Performance Evaluation             b) Management Direction             c) TNA Survey             d) Individual Development Plan           </div>	Qualification Standard Manual  Qualifications & Training Matrix  Annual Training Plan  Individual Development Plan
<div>A</div>			

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Document No. : TWD-QP-AGS-002

Revision Level : Ø

Page : Page 6 of 9

## 6.3 Internal Training

Process Flow	In-charge	Process Description	Records
Start			
Assign Trainer	Division Manager of AGSD	<p>Shall designate a Division Trainer of their respective offices who, irrespective of their functions, shall be responsible in the conduct of office orientation covering any of the following topics:</p> <ul style="list-style-type: none"><li>Office Procedures</li><li>Job Functions</li><li>Other job related topics</li></ul> <p><b>Note:</b> A qualified trainer shall at least possess one of the following criteria:</p> <ul style="list-style-type: none"><li>Has experience in the training subject</li><li>Attended an external training regarding the subject</li><li>Post/Undergraduate experience about the subject</li><li>Demonstrates expertise about the training subject</li></ul>	
Prepare Training Materials	Division Trainer	<p>Shall prepare training materials and get approval from HR Unit to ensure completeness of the training materials.</p> <p><b>Note:</b> Training method can be classified as follows:</p> <ol style="list-style-type: none"><li>Lecture</li><li>Self-study by trainee using available training materials</li><li>Discussion, workshop and seminar</li></ol>	CSC Circulars, Omnibus Rules implementing Book V of EO 292, RA 6713  Training Materials
Training	Division Trainer	<p>Shall conduct the training.</p> <p><b>Note:</b> The Division Trainer shall prepare attendance record. This will serve as evidence of the training being conducted.</p>	Attendance Sheet
A			

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<div style="border: 1px solid black; padding: 5px; text-align: center;">Training Effectiveness</div>	Division Trainer	Shall perform the measurement of training effectiveness either: <ol style="list-style-type: none"> <li>1) Exam after the training</li> <li>2) Post Training Report</li> <li>3) Conduct Performance Evaluation</li> </ol>	
<div style="border: 1px solid black; padding: 5px; text-align: center;">Summarize Result</div>	HR Unit of AGSD	Shall summarize the result of the training.	
<div style="border: 1px solid black; padding: 5px; text-align: center;">Evaluation</div>	Division Manager and HR Unit	Shall conduct performance evaluation after six (6) months of attending the training to verify effectiveness of the training.  <i>Note:</i> The result of the performance appraisal shall be one of the sources of the TNA.	Training Feedback and Evaluation
<div style="border: 1px solid black; padding: 5px; text-align: center;">Training History</div>	HR Unit	Shall update the Individual Training History of the employee based on the trainings attended.	Individual Training History
<div style="border: 1px solid black; padding: 5px; text-align: center;">End</div>			

6.4 External Training

Process Flow	In-charge	Process Description	Records
<div style="border: 1px solid black; border-radius: 15px; padding: 10px; text-align: center;">Start</div>			
<div style="border: 1px solid black; padding: 5px; text-align: center;">Receipt of Invitations</div>	HR Unit	Shall receive invitations and notices of trainings to be administered by external trainers and/or organizations.	Notices / Invitations
<div style="text-align: center;">A</div>			

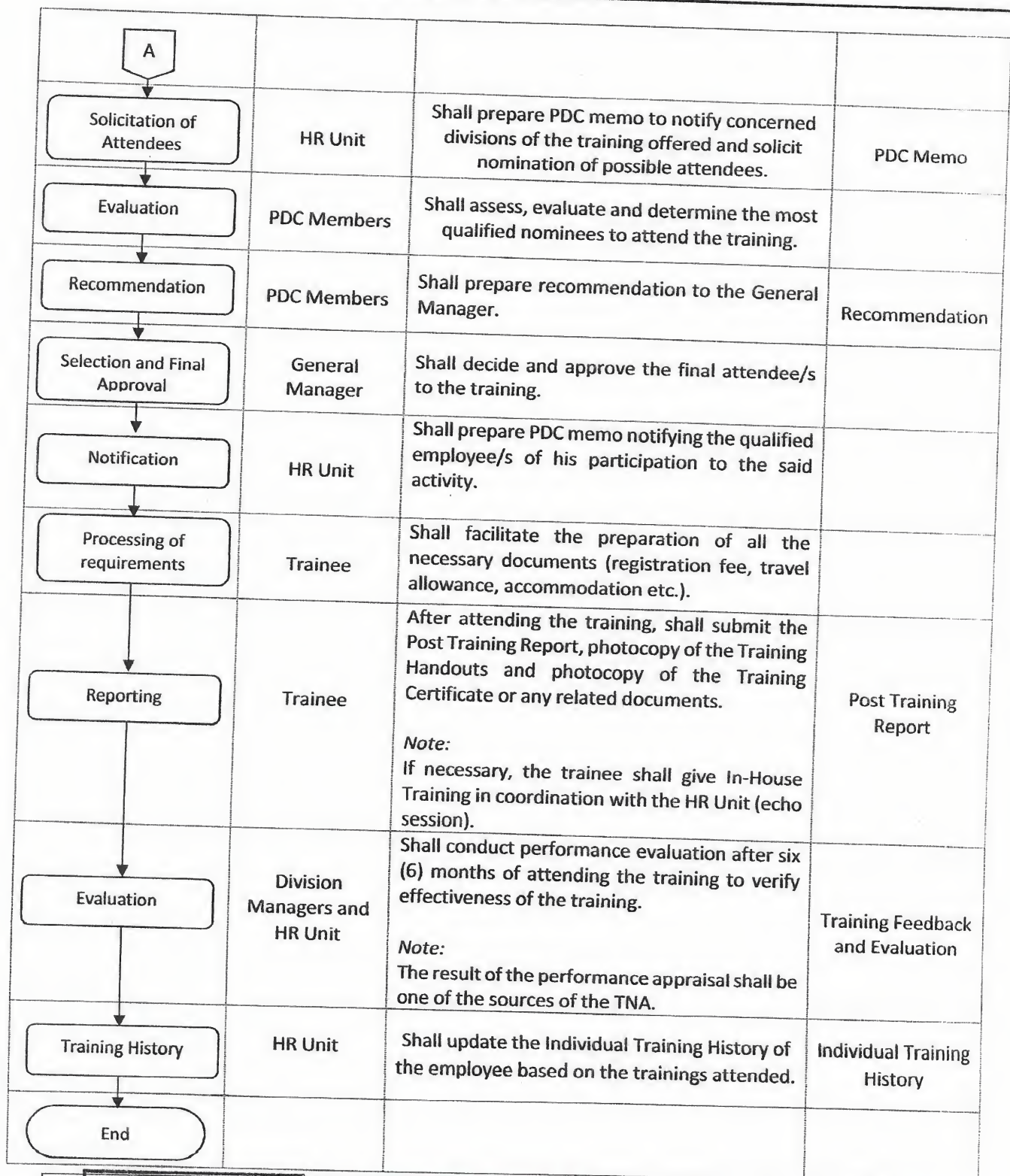


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Document No. : TWD-QP-AGS-002

Revision Level : 0

Page : Page 8 of 9



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6.5 Reports

Reports	Frequency	Responsible
Annual Training Plan	Annual	Personnel Development Committee
Post Training Report	Every after attendance to training/seminar	Trainee

7.0 PERFORMANCE INDICATORS

7.1 The approved Annual Training plan shall be implemented based on the targeted percentage of implementation of Tanza Water District.

8.0 ATTACHMENTS AND FORMS

- 8.1 Form 1 - Annual Training Plan
- 8.2 Form 2 – Qualifications and Training Matrix
- 8.3 Form 3 – Attendance Sheet
- 8.4 Form 4 – Training Feedback and Evaluation Form
- 8.5 Form 5 – Individual Training History
- 8.6 Form 6 – Post Training Report
- 8.7 Form 7 – Individual Development Plan
- 8.8 Form 8 – Training Needs Analysis

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**ANNUAL TRAINING PLAN**

Updated as of:		Prepared by:		Reviewed by:		Approved by:	
Year							

No.	Training Description	Training Intended for (Division/ function)	Type Int. Ext.	Training Schedule	Month												Status		
					Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.			
				Plan															
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**QUALIFICATIONS AND TRAINING MATRIX**

Office: \_\_\_\_\_

POSITION TITLE	COMPETENCY REQUIREMENT	
	EDUCATION TRAINING EXPERIENCE ELIGIBILITY SKILLS Others	
	EDUCATION TRAINING EXPERIENCE ELIGIBILITY SKILLS Others	
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**ATTENDANCE SHEET**

Activity: \_\_\_\_\_  
Date: \_\_\_\_\_

NAME	Position	Division / Agency	Signature	Remarks
1.				
2.				
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**TRAINING FEEDBACK AND EVALUATION FORM**

Seminar / Course Title :  
Seminar / Course Date(s) :  
Training Organization :  
Name of Staff Trained :

Trainee's Acknowledgement:

Name / Signature / Date

**RATINGS**

< Agree - Disagree >

5      4      3      2      1

Please fill up this form by indicating the appropriate boxes with a cross (X)

**TO BE FILLED UP BY TRAINEE:**

Do you think the topic discussed would help you to improve the quality of your work?

Are all questions answered during the training?

Would you recommend the same training to your co-workers?

In a few sentence, summarize what you have learned from the training:

**TO BE FILLED UP BY TRAINER:**

The trainee has actively participated on the workshops.

The trainee has understood the topic/s discussed.

The trainee has cope up easily on the flow of discussion compared to the rest of participants.

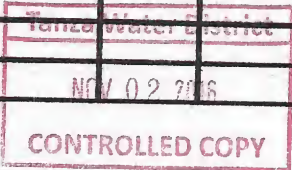
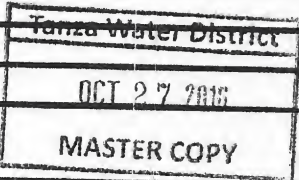
Signed by:

**TO BE FILLED UP BY SUPERVISOR: (after 6 months)**

The training has improved the performance of the abovementioned employee in terms of:

- Quality of Work / Service
- Productivity
- Attitude / Behavior

Signed by:





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**INDIVIDUAL DEVELOPMENT PLAN**

1. Name		5. Years in the TWD	
2. Current Position		6. Division	
3. Salary Grade		7. Office	
4. Years in the Position		8. Supervisor's Name	

**PURPOSE:**

- ☐ To meet the competencies of the current position
- ☐ To increase the level of competencies of current position
- ☐ To meet the competencies of the next higher position
- ☐ Others, please indicate

**CAREER DEVELOPMENT:**

Training / Development Interventions for the period _____			
Area for Development	Development Activity	Target Completion Date	Completion Status

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**CERTIFICATION AND COMMITMENT**

This is to certify that my competency assessment and development plan has been discussed with me by my immediate superior. I further commit that I will exert time and effort to ensure that my Individual Development Plan is achieved according to agreed time frames.	Employee Name and Signature / Date
	Supervisor's Name and Signature / Date







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**POST TRAINING REPORT**

Date: \_\_\_\_\_

Course Title	
Training Institute	
Training Period	
Trainee	
Content of Training:	
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Prepared by:  
\_\_\_\_\_

Checked by:  
\_\_\_\_\_

Approved by:  
\_\_\_\_\_



## TRAINING NEEDS ANALYSIS

Division: \_\_\_\_\_

[illegible]

Date \_\_\_\_\_